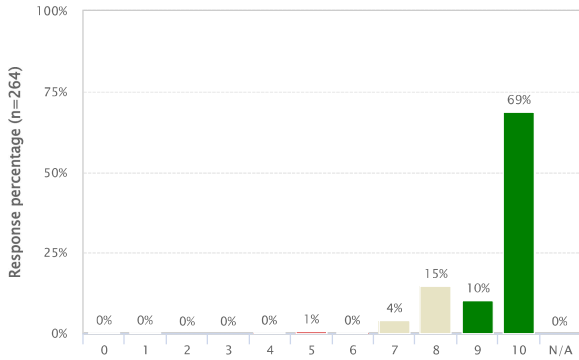




How likely would you be to recommend this practice to family and friends?



Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
2% (n=6)	19% (n=50)	79% (n=208)	77

* NPS (Net Promoter Score) is a customer loyalty metric on a 0-10 rating scale, developed by Satmetrix Systems, Inc., Bain & Company and Fred Reichheld. NPS = (Promoters - Detractors) / Total responses.

Highest performing items

Item	Goldfields Medical Group T/A Lyttleton Street Medical Clinic		General Practice
	Street Medical Clinic	General Practice	
The practice is clean and tidy	87%	79%	
The clinical team respected me	85%	77%	
The reception staff are helpful	84%	74%	
The clinical team paid attention to what I had to say	82%	74%	
I am confident my information will remain private and confidential	82%	75%	
The clinical team were caring and concerned about me as a person	80%	74%	
The physical aspects of the practice allow privacy and confidentiality	78%	73%	
All my questions have been answered	76%	70%	
I received enough information	74%	68%	
The practice makes adequate provisions for my privacy	74%	70%	

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Performance across six domains

Item	Goldfields Medical Group T/A Lyttleton Street Medical Clinic	
	Street Medical Clinic	General Practice
Communication and interpersonal skills of admin staff	85%	76%
Interpersonal skills of clinical staff	82%	75%
Privacy and confidentiality	78%	73%
Provision of information	73%	68%
Continuity of care	69%	63%
Access and availability	37%	46%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Lowest performing items

Item	Goldfields Medical Group T/A Lyttleton Street Medical Clinic	
	Street Medical Clinic	General Practice
Everything ran on time	25%	36%
It is easy to make an appointment for a day and time that suits me	39%	47%
I am able to see a doctor quickly when I need to	41%	42%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Suggestions for improvement

Everything ran on time

- Contact patients ahead of their appointment if there are particularly long wait times expected
- Provide estimated waiting time to patients on arrival
- Consider procedures to explain delays to patients

It is easy to make an appointment for a day and time that suits me

- Publish your calendar online so patients can see available times for each doctor
- Create a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated

I am able to see a doctor quickly when I need to

- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients